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Multimodal Interactions with Agents in Virtual Worlds - [all 5 versions](#) »

A Nijholt, J Hulstijn - Future Directions for Intelligent Systems and Information ..., 2000 - books.google.com  
 ... and from corpora obtained from logging the **interactions** between visitors and the navigation **agent**. ... side and a robust transporting of the **audio** files. ...

[Cited by 63](#) - [Related Articles](#) - [Web Search](#)

Method and apparatus for rules-based storage and retrieval of multimedia interactions within a ... - [all 9 versions](#) »

CCM Beck, JM Berke, JA Johnstone, RM Mitchell, JK ... - US Patent 6,230,197, 2001 - freepatentsonline.com  
 ... for guaranteeing available bandwidth or **quality** of service ... If routing is to an **agent**, **customer** information may be ... be provided to guide an **agent** in interacting ...

[Cited by 15](#) - [Related Articles](#) - [Cached](#) - [Web Search](#)

Experiments in multipoint multimedia telecommunication - [all 3 versions](#) »

HWP Beadle - Multimedia, IEEE, 1995 - ieeexplore.ieee.org  
 ... The bottom **video** window would show a **customer** self view, while the top would show the **agent** or the location information **video**. ... **Audio quality**. ...

[Cited by 14](#) - [Related Articles](#) - [Web Search](#)

Method and system for delivery of individualized training to call center agents - [all 10 versions](#) »

JCC McIlwaine, MGA McConnell - US Patent 6,775,377, 2004 - freepatentsonline.com  
 ... For example, a performance record comprising a **customer** call to ... component is provided that accepts an **agent** score from a **quality** monitoring component, the ...

[Cited by 1](#) - [Related Articles](#) - [Cached](#) - [Web Search](#)

**RECORDING OF INTERACTIONS BETWEEN A CUSTOMER AND A SALES PERSON AT A POINT OF SALES** - [all 5 versions](#) »

Y GOLDENBERG, I FREEDMAN - EP Patent 1,423,967, 2004 - freepatentsonline.com  
 ... to-face **interactions** for the purpose of **quality** management in ... the end of the **interaction** by the **agent** saying "next ... at a near time closing the **customer's** file in ...

[Cached](#) - [Web Search](#)

System and method for traveler interactions management - [all 2 versions](#) »

FM Manasseh, O Ben-tov, Z Hadad, J Moav, A Rubel - US Patent 20,050,128,304, 2005 - freepatentsonline.com  
 ... bandwidth loads, site characteristics, **customer** preferences, and ... **Quality assurance**

**interactions** are also reviewed to determine that the **agent** has followed a ...

[Cached](#) - [Web Search](#)

[Script compliance using speech recognition - all 3 versions »](#)

MJ Pettay - US Patent 7,191,133, 2007 - Google Patents

... for use by the call center **agents** handling ... In a typical telemarketing or **customer** service campaign, "Method of Evaluating Speech," a speech **quality** evaluation ...

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[Method and apparatus for \*\*quality\*\* assurance in a multimedia communications environment - all 9 versions »](#)

A Elazar, I Freedman - US Patent 7,305,082, 2007 - Google Patents

... 30E. System 20 may further comprise a screen **quality** of an **agent**. workstations ...

2Q for duci evaluation rts include a **customer** logger ...

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[Systems and methods for facilitating contact center coaching](#)

S Korenblit, JG Nies, A Volcoff, D Smith - US Patent 20,070,198,284, 2007 - [freepatentsonline.com](#)

... The integration between the WFM 310 and the **quality** monitor 320 ... workstation 120 ;

web pages delivered to the **agent** and/or **customer** during collaborative ...

[Cached](#) - [Web Search](#)

[Apparatus and method for monitoring and adapting to environmental factors within a contact center](#)

R Ellbacher, T Lubowsky - US Patent 6,959,078, 2005 - [freepatentsonline.com](#)

... rules changing unit 116 comprise the **quality** monitoring system 20 ... **interaction** that

may occur between a **customer** and a contact center **agent** during fulfillment ...

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Key authors: [A Nijholt](#) - [C Beck](#) - [C Knuff](#) - [J Berke](#) - [J Johnstone](#)

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